

7 FAM 1300 APPENDIX T INFORMATION REQUEST LETTERS AND INFORMATION NOTICES

(CT:CON-452; 03-28-2013)
(Office of Origin: CA/OCS/L)

7 FAM 1310 APPENDIX T INTRODUCTION

(CT:CON-452; 03-28-2013)

- a. The purpose of this Appendix is to provide guidance regarding the use of Information Request Letters (IRLs) and Information Notices (INs).
- b. IRLs are standardized letters *that request from the applicant additional information, documentation, or action needed to process the passport application*. The IRLs have been carefully crafted *to communicate clearly and accurately statutory, regulatory, and other requirements of the Department*. Consequently, *no* changes or alterations may be made unilaterally *at passport agencies/centers without the approval of the Office of Adjudication (CA/PPT/S/A) except on a case-by-case basis in unusual circumstances, e.g., when the applicant did not understand a previous IRL*.
- c. INs are standardized notices *that* provide passport bearers with information *about* their passports. *For example, an IN may be included to explain why the passport was limited in validity, and/or what documentation is needed to obtain a fully valid passport. The INs have been carefully crafted to communicate this information clearly and accurately. Consequently, no* changes or alterations may be made unilaterally *at passport agencies/centers without the approval of CA/PPT/S/A except in unusual circumstances on a case-by-case basis, e.g., when using an endorsement 46 to limit a passport for a special problem. INs do not require a response from the applicant and do not need to be personalized*.
- d. Embassies and Consulates Abroad: The Bureau of Consular Affairs (CA) has *included* specific exhibits *in 7 FAM 1360* for use by posts abroad in communicating with passport applicants. Consular officers may submit suggestions for changes to the 7 FAM 1360 exhibits to *Overseas Citizens Services, Office of Legal Affairs* (CA/OCS/L) at *Ask-OCS-L@state.gov, as well as seek guidance regarding tailoring a letter to the facts of a particular case*. Posts *may also* consult *Passport Services'* IRL Index and IN Index when tailoring correspondence to a situation not addressed in *the 7 FAM 1360* exhibits.

7 FAM 1320 APPENDIX T BUILDING AN IRL OR IN

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- a. The IRL Index *categorizes* relevant language *by topic using series* and number *codes*. For passport agencies and centers, these codes are used in the *Letter to Applicant module in the* Travel Document Issuance System (TDIS) to generate the IRL.

NOTE: Correspondence regarding diplomatic, official, and no-fee regular passports (see 7 FAM 1390) is generally sent via e-mail directly to secure .mil or .gov e-mail addresses with points of contact at all of the Federal agencies and organizations; as well as Federal/military acceptance agents, and consular officers at posts abroad.

- (1) The Letter to Applicant module automatically inserts the Passport Agency/Center letterhead.
- (2) The drafter then selects the appropriate IRL series, letter, and closing code(s) for the opening, body, and closing of the IRL text.

NOTE: Some IRLs are "Whole Letters" which do not require the drafter to build the IRL.

- (3) If multiple issues are addressed in a single IRL, appropriate conjunction codes, e.g., "AND" must be used to resolve multiple issues within the same IRL series. If addressing issues in multiple IRL series, the suffix -77 is used.
 - (4) The IRL is closed using the "END" code, which provides contact information and regulatory information regarding IRLs.
 - (5) If the IRL requires an attachment (see the IRL Comprehensive Index), the "ENCL" code is used, followed by the code for the attachment.
- b. The IN Index identifies relevant language by number. INs may be printed in the TDIS Letter to Applicant module, attached to an appropriate IRL, or printed from the IN Index.

7 FAM 1330 APPENDIX T SIGNATURES ON IRL LETTERS OR OTHER CORRESPONDENCE

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- a. General Correspondence with Passport Applicants:

- (1) Passport agencies and centers *must follow* standard procedures to *ensure* that correspondence *contains* the proper signature blocks and that *all* correspondence is prepared, reviewed, and signed at the proper level.

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(a) Applications that are denied because *the applicant is not a U.S. citizen* must be prepared in accordance with 7 FAM 1381.2

(b) All other IRLs must use the Customer Service Department or Program Manager signature blocks, as appropriate.

(2) Passport Services (CA/PPT) and Overseas Citizens Services (CA/OCS) in Washington have standard procedures to ensure that *all* correspondence *contains* the proper signature blocks and that *all* correspondence is prepared, reviewed, and signed at the proper level.

(a) Letters regarding denial or revocation of passport services prepared by the Office of Legal Affairs and Law Enforcement, Legal Affairs Division (CA/PPT/L/LA) must be signed by the Division Chief *or Office Director*.

(b) Letters regarding loss of citizenship issues prepared by CA/OCS/L must be signed by *its* Office Director.

b. Congressional, White House and Other Special Correspondence:

(1) CA/PPT and CA/OCS in Washington, DC have standard procedures regarding preparation, clearance and signature of Congressional, White House, and other special correspondence. *(See the Customer Service Manager's Guide.)*

(2) U.S. embassies and consulates abroad have similar standard procedures regarding the *Congressional*, White House, and other special correspondence.

7 FAM 1340 APPENDIX T NEW, CORRECTED, DELETED, AND ARCHIVED IRLS AND INS

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a. Passport agency/center staff may request, through management, the addition, deletion, or correction of an IN or an IRL and/or its attachments using the IRL 1A Change Request Form.

b. The Office of Technical Operations (CA/PPT/S/TO) will upload all changes into TDIS and notify the agencies and headquarters offices when the task has been completed.

c. CA/PPT/S/A will post new and corrected IRLs and INs to Passport Services' IRL Index and IN Index.

d. Agency and Center management must ensure that all employees are notified of the changes.

e. Previous versions of IRLs and INs are retained in the Archive Index.

7 FAM 1350 APPENDIX T RETENTION OF IRLS AND INS

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- a. Per 5 FAM 422.2 and 5 FAM 431.4, IRLs must be retained with the passport case files, in accordance with the Bureau of Record Management's Records Disposition Schedules (see also 7 FAM 1347).
 - (1) Only a single copy of the signed and dated IRL should be attached.*
 - (2) The copy of the IRL returned by the applicant should be attached, if available. Otherwise, the file copy must be attached.**
- b. INs do not need to be retained with the passport case files (see also 7 FAM 1345.3-8).*

7 FAM 1360 APPENDIX T QUESTIONS

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- a. All policy questions from agencies/centers regarding IRLs or INs should be directed to CA/PPT/S/A at CA-PPT-Adjudication-Suggestion-Box@state.gov.*
- b. All other questions from agencies/centers should be directed to the IRL Program at CA-IRLProgram@state.gov.*
- c. Posts should contact CA/OCS/L at Ask-OCS-L@state.gov, who will confer with CA/PPT/S/A and/or the IRL Program as necessary.*

7 FAM 1370 APPENDIX T THROUGH 7 FAM 1390 APPENDIX T UNASSIGNED